

BAR OPERATIONS

PURPOSE:

This Operating Guide outlines the duties and responsibilities of the bartenders, bar service workers and cocktail waitstaff.

SCOPE: This guide applies to all bartenders, bar service workers, and cocktail waitstaff.

GENERAL: It is essential clubs provide quality service, and products while maintaining a clean and friendly facility. This guide is a tool for the staff to help ensure the customers have an enjoyable experience.

GUIDANCE:

1. All bar staff should refrain from discussing club policies and/or irregularities with the customers.
2. All personnel should refrain from any open arguments or complaints with patrons, co-workers or management. Complaints should be brought to the attention of the manager.
3. Cash register drawers should be closed between each sale. Under no circumstances should a bartender work out of an open cash register drawer.
4. Any changes to the duty schedule should be approved by the bar manager. Switching shifts is not authorized unless approved by the manager.
5. Club employees should not engage in any social activities with customers while on duty.
6. The standard portion for a "shot" of liquor is one ounce unless otherwise specified by the manager. Bartenders should not free pour at any time. They should use the measuring devices provided by management.
7. The bartender should not exceed the one ounce portion when mixing a drink, unless specified so in the recipe file.
8. Patrons who appear intoxicated or rapidly approaching this condition will be refused service after notifying the duty manager in accordance with AFI 34-219.

9. All bar and associated working areas should be maintained in a clean and sanitary condition at all times.

10. The following list of items should be accomplished by bartenders during their tour of duty as required to maintain a neat and clean appearance.

- (a) Continually maintains a clean, uncluttered area through out shift.
- (b) Ash trays emptied and wiped clean regularly.
- (c) Keep tables wiped clean and cleared of dirty glasses, coasters, cocktail napkins and straws.
- (d) Glasses should be washed in the glass washer during the shift.
- (e) Back service area kept neat and clean.
- (f) General bar area kept clean.
- (g) Ensures an adequate supply of glassware, supplies, tools, and equipment are on hand.

11. Items to be accomplished at the end of the shift:

- (a) All liquor bottles wiped down and returned to proper area and secured.
- (b) Bar cleared and completely wiped with soda water.
- (c) All ice melted from wells and wiped clean.
- (d) Liquor holders cleaned.
- (e) All stainless steel sinks and counters wiped clean.
- (f) Back bar wiped clean and glasses properly stacked.
- (g) All beer coolers secured and outside wiped clean.
- (h) All snacks secured.
- (i) Ash trays from bar emptied and cleaned.
- (j) All utensils, containers and glassware in the bar area should be cleaned and returned to their proper storage area at the end of each shift.
- (k) Trash containers should be emptied each night.
- (l) Condiments and fruits should be covered, time and dated or disposed of as required.

- (m) Clean chairs.
12. Items to be accomplished on a weekly basis by bartenders:
- (a) All liquor shelves wiped clean.
 - (b) All glasses removed and shelves wiped clean.
 - (c) Allow beer stock to run low so coolers can be cleaned.
 - (d) All liquor bottles wiped down.
 - (e) Rotate beer stock.

SUMMARY: Following these procedures will assist management and bar personnel in maintaining a clean and sanitary bar that will enable the customer to have an enjoyable experience at the club.